THE IMPORTANCE AND OBJECTIVES OF E-GOVERNMENT

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CARICAD

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Agenda

- eGovernment drivers
  - Citizen needs
  - Government’s goals
  - Regional dynamics
  - eGovernment objectives
- eGovernment thinking
- Progress made and the opportunities ahead
- Taking hold of eGovernment opportunities
- CARICAD’s value
Citizen needs

- Greater government accountability
- Easy to access information
- Convenient services
- Quick response to requests
- Fast delivery of services
- Data security and confidentiality

There is no one public, “the public” does not exist
Government’s goals

- Becoming more proactive
- Increase internal efficiency and service levels to constituents
- Greater transparency
- More service oriented
- Reduced operating expenses
- Change citizens view of their governments as bloated, wasteful, and unresponsive to their most pressing needs
- Developing new sources of growth and a way to reduce vulnerability

Most governments continue to provide anonymous, one-size-fits all offerings splintered across organizational silos
Regional dynamics

- A universe of micro-universes
- CARICOM – 15 members, 5 associate members
- Total population - 6,468,870
- High micro and macro pressures to change
- Economies transitioning
- CSME
- Splintered eGovernment initiatives at the national and regional level
- Fair levels of success stories and achievements
- Governments progress but not fast enough

A large percentage of the public officials are discussing future eGovernment directions, some are taking meaningful steps.
Objectives - eGovernment

- Inclusion, better public services and quality of life
- Government agencies with modernized business processes and deal with each other electronically.
- The population can conduct important - frequent or complex - administrative procedures with Government agencies electronically.
- Customers will have access to eGovernment services at times and locations of their choosing, taking into account special needs and social, economic and ethnic considerations.
eGovernment thinking

- Old government + new technology?
- Old government + internet?

The combination of the use of advanced ICTs, especially the Internet, and the support of new ways of thinking and working in public administration, together with the enhanced provision of information and interactive services accessible over different channels, is the foundation of eGovernment.

NEW GOVERNMENT + NEW TECHNOLOGY
Progress made & opportunities ahead

In these countries the public(s) and political representatives now expect public administration to be as efficient and effective in achieving its goals as the enterprise sector. This requires government to provide both information and services that are developed from a ‘customer-centric’ viewpoint.

Transformation areas:
• Differentiate services to create a more constituent-centric government
• Share assets and solutions across organizations and levels of government
• Establish new funding mechanisms and incentives to achieve cross departmental goals
• Foster prosperity by developing a robust national technology infrastructure
Taking hold of eGovernment opportunities

- The power of eGovernment and the opportunities for advancement are as infinite as the possibilities that emerge from the human mind & technology
- Taking hold of these opportunities requires a difference in thinking and awareness at all levels, and a passion for success by committed eGovernment leaders.

- Strong executive leadership
- Identify stakeholders & build coalitions
- Create a sense of urgency
- Governance: Communication
- Invest resources

- Set and support standards
- Exploit best practices (Don’t reinvent the wheel!)
- Set expectations (Deliverables and timeline)

- Citizen centricity • Standardized common infrastructure
- Back-office reorganization • Governance • New organizational model • Social inclusion.
CARICAD’s value

- eGovernment leadership development
- eGovernment strategy development
- Strategy implementation
- Technology transfer
- Leveraging initiatives
- Facilitation of partnerships
- Centralized strategy decentralized operations
- Developing regional eGovernment human capital
THANK YOU